

225.50

Issuing Food Instruments (FIs)

Overview

Introduction

This policy provides information about issuing food benefits.

Benefit issuance

Three months of benefits are generally issued to each participant. However, clinic personnel can adjust the issuance cycle to one or two months based on individual needs.

Note: If the certification is done while the participant(s) are still in the hospital the benefits will not be issued until the participant calls the agency and notifies them that they have been discharged.

The data system does not allow the issuance of retroactive benefits.

Who may issue benefits

A WIC staff person who has also been certified eligible to receive WIC benefits may not issue food benefits for their own household. Another staff person must issue the benefits to avoid any opportunity for, or appearance of, program fraud or abuse.

Separation of duties

The staff person who determines income eligibility cannot be the same person who determines the medical or nutrition risk, but either person can issue the benefits. In WIC clinics this will be accomplished through the following process:

- A Support Staff determines income eligibility; a CPA determines nutrition risk eligibility and certifies the participant (Certification Panel); and a support staff member issues the eWIC card, issues benefits to the eWIC account, and obtains a signature of receipt of benefits.
- See policy 220.15 for information on maintaining separation of duties for the local agency option of certifications outside of normal clinic walls.

In this policy

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Issuing Procedure

Introduction

This section of policy describes the procedure for issuing benefits at different types of WIC appointments.

At certification

Follow the steps in the table below to issue benefits after a participant has been successfully certified.

Step	Action
1	Review benefits to be issued on food benefit panel to assure accuracy.
2	Issue benefits.
3	Ask the parent/guardian/participant to sign the signature pad.
4	Carefully review the issued benefits to verify the correct items were issued.
5	Provide the family with the eWIC card. (if applicable)
6	Schedule the next appointment(s).

Note: Provide a list of local vendors who will accept WIC FIs to new participants.

Nutrition classes

Follow the steps in the table below to issue benefits for those attending classes.

Step	Action
1	Ask for the identification and verify with the participant that no changes are needed with the food package.
2	Open the class appointment and record status as "Attended."
3	Direct individuals to the waiting area until the class begins.
4	When class begins, open the family records, review benefits to be issued to assure accuracy on the food benefits panel and issue food benefits.
5	When prompted for a signature, mark as No Signature Available with the reason of NE Class.
6	Carefully review the food benefits to verify the correct items were issued.
7	Schedule the next appointment(s).

Issuing Procedure, continued

At other appointments

Follow the steps in the table below to issue benefits at other appointments.

Step	Action
1	Ask for the identification.
2	Mark the appointment as arrived.
3	Direct the individual to the waiting area until they are called for their appointment.
4	After the client meets with the CPA, open the family and go to their clinic services record.
5	Review benefits to be issued on food benefit panel to assure accuracy.
6	Issue benefits.
7	Ask the parent/guardian/participant to sign the signature pad.
8	Carefully review the issued benefits to verify the correct items were issued.
9	Verify that the economic unit has their eWIC card.
10	Schedule the next appointment(s).

Reissuing Food Instruments (FIs)

Introduction

FIs may need to be reissued in the following situations:

- A food package change,
- Lost or stolen FIs (see Policy 225.65 for more information), and
- When a foster parent cannot retrieve the initial FIs from the birth family or a previous foster family.

Policy

FIs can be reissued with the same food package or with a new food package.

- When FI's are reissued without a new food package being created, the replacement FIs will have the same food package as the original FIs.
- When a new food package has been created, the replacement FIs will have the new food package instead of the food package printed on the original FIs.

Reissuing Food Instruments (FIs), continued

Procedure: Old food package

Follow the steps in the table below to reissue benefits with the old food package.

Step	Action
1	Click on the Food Benefits branch.
2	Click on Adjust Benefits .
3	Make sure the appropriate months FI's check boxes are selected and remove those you do not want to be issued
4	Click on the Issue Benefits button, to issue benefits.
5	Ask the parent/guardian/participant to sign the signature pad
6	Carefully review the food benefits print out to verify the correct items were reissued.

Procedure: New food package

Follow the steps in the table below to reissue benefits with a new food package.

Step	Action
1	Create the new food package and verify it.
2	Review the quantity to be issued in the EU Balance-to-Issue pop-up box. If correct, click Issue Benefits from within the pop-up box or click cancel to verify the correct months are checked for reissuance.
3	A Reissue to Original may be allowed if it meets policy requirements outlined in Policy 235.02.
4	Issue benefits.
5	Ask the parent/guardian/participant to sign the signature pad
6	Carefully review the food benefits print out to verify the correct items were reissued.

Recalculation of Benefits

Introduction

There are times when the food benefit amount may need to be adjusted for a household.

Examples of when this may occur are as follows:

- Participant disqualification or
- Child removed from a family (example: A child is placed in foster care.)

The **EU Balance-to-Issue pop-up box** needs to be used to ensure the food benefit amount is adjusted appropriately for a household **and to prevent the purchase of WIC foods.**

Recalculation of benefits

Step	Action
1	On the food issuance panel, select “Adjust Benefits” .
2	When the benefits are displayed in the EU Balance-to-Issue box, make adjustments as needed in the Quantity to Be Issued column and then click “Issue Benefits” . (Clicking “Issue Benefits” will rewrite the food benefits issuance with the appropriate food quantity changes made.)